ABSTRACT

5   An information management system for storing related
documents, messages, and customer inquires as electronic images
for retrieval in a controlled and secure manner. The system is
centrally maintained, and provides the capability to manage and
integrate different forms of information among multiple remote
10 offices. Information is treated as transaction-related items and
are linked together by transaction folders. Inbound paper-based
documents are scanned, indexed and reviewed by preprocessing.
Document processing from folders is conducted by assigning the
item to a Trade Service Representative (TSR) based on routing
15 rules defined by the System Administrator. The TSR has a queue
containing documents and inquiries for processing, providing the
transaction service representative with a single point of
reference to data related to a Letter of Credit, a reimbursement,
a collection, and a guarantee. Document work flow can be
20 monitored for backlog and assigned work levels. Transaction
folders contain the components related to particular trade
services transactions. The folders include all physical input
and output media associated with transactions, such as electronic
messages, mail items, inquiry history records, system user
25 entered messages, and inbound facsimile messages. The system
maintains an internal unique key identifier, to identify each
folder and document with the image transaction ID number unique
to each item when available from the image management system.

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